



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Illinois Consolidated Telephone Company**  
**for quarter ending September 30, 2012**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	9.20	9.30	9.40	9.30
B. Operator Answer Time - Information [730.510(a)(1)]	9.20	9.30	9.40	9.30
C. Repair Office Answer Time [730.510(b)(1)]	21.00	21.00	16.00	19.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	55.00	52.00	24.00	43.67
E. Percent of Service Installations [730.540(a)]	100.00%	99.50%	100.00%	99.83%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	97.54%	81.04% *	73.06% *	83.88% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.54	0.81	0.74	0.70
H. Percent Repeat Trouble Reports [730.545(c)]	5.47%	4.42%	7.64%	5.84%
I. Percent of Installation Trouble Reports [730.545(f)]	0.15%	0.54%	0.94%	0.54%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



**State of Illinois  
Illinois Commerce Commission  
Service Quality for Telecommunications Carriers  
Code Part 730.115  
Quarterly Filing**

---

**Illinois Consolidated Telephone Company  
for quarter ending September 30, 2012**